

**Inquiry Reasons  
For 7/1/2011 - 10/1/2011**

Utility Type	Inquiry Reasons	No. of
<b>Cellular</b>		
	Billing	6
	Rates/Policies	4
	Refusal to provide service	1
	Safety	1
	Service quality/repair	5
		Total 17
<b>Competitive Local Exchange Carrier</b>		
	Billing	6
	Rates/Policies	1
	Refusal to provide service	4
	Service quality/repair	25
	Slamming	1
		Total 37
<b>Gas Distribution Companies</b>		
	(none)	1
	Billing	7
	Disconnection	4
	Line extension/upgrade charge	1
	Rates/Policies	4
	Refusal to provide service	6
	Safety	1
	Service quality/repair	4
		Total 28
<b>Intrastate Gas Pipeline Companies</b>		
	Billing	1

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Utility Type	Inquiry Reasons	No. of
	Refusal to provide service	1
		Total 2
<b>Investor-Owned Electric Utilities</b>		
	Billing	86
	Deposit	14
	Disconnection	48
	Line extension/upgrade charge	2
	Rates/Policies	40
	Refusal to provide service	10
	Safety	2
	Service quality/repair	52
		Total 254
<b>Investor-Owned Water Companies</b>		
	Billing	19
	Disconnection	9
	Rates/Policies	5
	Refusal to provide service	3
	Service quality/repair	2
		Total 38
<b>Local Exchange Carriers</b>		
	Billing	124
	Disconnection	4
	Line extension/upgrade charge	9
	Rates/Policies	35
	Refusal to provide service	13
	Safety	5
	Service quality/repair	142

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Utility Type	Inquiry Reasons	No. of
		Total 332
<b>Long Distance Carriers</b>		
	Service quality/repair	1
	Slamming	2
		Total 3
<b>Rural Electric Cooperative Corporation</b>		
	Billing	21
	Deposit	2
	Disconnection	14
	Line extension/upgrade charge	2
	Rates/Policies	7
	Refusal to provide service	2
	Service quality/repair	5
		Total 53
<b>Sewer Utilities</b>		
	Service quality/repair	1
		Total 1
<b>Water Associations</b>		
	Disconnection	4
	Line extension/upgrade charge	1
	Rates/Policies	1
	Refusal to provide service	1
	Service quality/repair	1
		Total 8
<b>Water Districts</b>		
	Billing	17
	Disconnection	6

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Utility Type	Inquiry Reasons	No. of
	Line extension/upgrade charge	1
	Rates/Policies	5
	Refusal to provide service	6
	Service quality/repair	6
		Total 41
		Grand Total 814